AMRESH KUMAR

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OBJECTIVE

I am a graduate with a Bachelor of Business Administration (BBA), completed in 2025. Adaptable and results-driven, with strong problem-solving abilities and the capacity to work effectively both independently and in teams.

ACADEMIC PROJECT

Performance of Financial Analysis, **Lobb Logistic**, Bengaluru
Mar 2024- May 2024

- Provided accurate and reliable financial information about the resources and analysed financial data of the company.
- Provided information on net changes made between resources and usage within a particular period, arising from business activities.

EXPERIENCE

Supply Chain Analyst Trainee, **Lobb Logistic**, Bengaluru
Mar 2024 – July 2024

- Managed vendor and supplier communications to ensure timely orders.
- Coordinated with truck owners to prepare for load assignments.
- Maintained detailed records of truck owners, truck sizes, and routes using Excel.

Customer Support Representative, **My Operator**, Noida
Feb 2025 – Oct 2025

- Provide customer support on IVR and WhatsApp API platforms, assisting clients in resolving technical and service-
- related issues over the phone and via Google Meet at convenient times.
- Troubleshoot customer concerns, escalating queries to the backend team when not resolvable at the front end.

EDUCATION

BBA (Specialization in finance)
Reva University
Bengaluru, Karnataka

KEY SKILLS

SOFT SKILLS
- Multitasking and Strong Adaptability
- Problem Solving and Critical Thinking

HARD SKILLS
- Cash Flow and Balance Sheet Analysis
- Journal and Ledger
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- Tally Prime
- KYC Process
- AML
- Spreadsheet Management
- MS Excel and PowerPoint
- Zoho Ticket System
- Jira

- Forward all account-related queries to the respective Account Manager and arrange callbacks to connect clients with the appropriate manager.
- Conduct Google Meet sessions for hands-on support, ensuring high client satisfaction.
- Update and close tickets in the Zoho Ticket panel upon successful resolution for clients, maintaining accurate and timely service records.
- Raise complex or unresolved concerns with the backend team through the Jira panel, ensuring prompt escalation and tracking of issues.
- Collaborate with the team for timely and effective resolution of customer issues